



Commission on Dental Accreditation

Site Visitor Manual for Alternative (Virtual or Hybrid) Site Visit Methods

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Table of Contents

<u>Topic</u>	<u>Page</u>
CODA Policy on Temporary Use of Alternative Site Visit Methods	3
Introduction to the Alternative (Virtual or Hybrid) Site Visit Process	5
Site Visitor Expectations	5
Site Visitor Technology Requirements	5
Program/Institution Technology Requirements	6
Conduct of Virtual Meetings	6
Virtual Meeting Rooms	6
Review of Self-Study and On-site Program Documents	7
Conduct of the Site Visit	7
Site Visit Schedule	7
Before the Site Visit	8
During the Site Visit	8
After the Site Visit	9
Commission Staff Contact List	10
Conducting a Program Review Using Technology	11
Zoom Instructions for Site Visitors	12

CODA Policy on Temporary Use of Alternative Site Visit Methods

On March 13, 2020, a national emergency was declared due to the COVID-19 pandemic. As a result of the continued impact on travel, the Commission on Dental Accreditation (CODA) has determined temporary use of alternative site visit (i.e., virtual or hybrid site visit) methods may be necessary to fulfill the Commission's obligation to conduct accreditation site visits to programs that are currently accredited by, or apply for accreditation by, the Commission. The term of this policy shall be in effect upon CODA approval and until the termination date of the temporary flexibility granted through the United States Department of Education.

Alternative site visit methods **may be used** to conduct site visits to U.S.-based dental education programs seeking accreditation (applicant programs) as well as regular reaccreditation and special focused site visits, as applicable. The conduct of a site visit using alternative methods will be based on travel, health and safety concerns and/or restrictions in the geographic location(s) that may be visited by the Commission's staff and volunteers, or for other reasons deemed appropriate by the Commission during the pandemic (for example, institutional, local, state, or federal directives).

Alternative site visit methods **may not be used** for any portion of the international accreditation process, including but not limited to the CODA Preliminary Accreditation Consultation Visit (PACV) process and the CODA predoctoral dental education international accreditation process.

Alternative site visits may be entirely virtual (all site visitors remote), or hybrid (at least one (1) on-site Commission site visitor in the discipline), as determine by the Commission in consultation with the program and site visit committee, and subject to the Commission's final decision.

- Virtual site visits will require an on-site visit by a Commission site visit team (with 1-2 team members per discipline and, as necessary, Commission staff), as dictated by the Commission. The on-site visit to the educational program will occur within a period not to exceed 18 months following the conduct of a virtual site visit unless cause exists to conduct the visit earlier, subject to CODA's site visit schedule and ongoing health, safety, and/or travel concerns and/or restrictions. During the in-person visit, the Commission reserves the right to review the portions of the program that could not be completed virtually (e.g. facility tours, clinic observations, educational activity site tours, confidential document reviews, patient record reviews, etc.) and any areas in which concerns were raised during the virtual site visit, or other standards, policies and/or procedures that may arise during the course of the in-person site visit.
- Hybrid site visits will be structured to include all components of the site visit process, with both virtual and on-site review of the program by Commission site visitors. As such, the Commission will view the hybrid site visit as equivalent to an on-site visit, with no secondary visit required based solely upon the methodology used to conduct the site visit.
- Following the virtual (followed by a later on-site visit) or hybrid site visit, the program's next regular reaccreditation on-site visit will be scheduled seven (7) years following the date of the virtual or hybrid site visit in all disciplines except oral and maxillofacial surgery (residency and fellowship), which will be scheduled five (5) years following the date of the virtual or hybrid site visit. The Commission reserves the right to conduct an earlier visit to the program in accordance with Commission policies and procedures (e.g. special focused site visit, pre-graduation site visit).

Generally, for all alternative site visit methods, the Commission's current policy and procedure related to the conduct of a site visit and Commission review of site visit reports, progress reports, and other due process noted in the Evaluation and Operational Policies and Procedures will apply.

The following principles apply to the temporary use of alternative site visit methods:

- The program will be issued a preliminary draft site visit report following the site visit, regardless of site visit format, in accordance with Commission policy. The preliminary draft site visit report will be provided to the Commission along with the program's response, should one be submitted, and the Commission will make an accreditation decision based on this report.
- When Accreditation Standards are revised during the period in which the program is submitting progress reports for either the virtual, hybrid or in-person site visit, the program will be responsible for demonstrating compliance with the new standards. Further, identification of new

deficiencies during the reporting time period will not result in a modification of the specified deadline for compliance with prior deficiencies.

- In order to conduct a virtual or hybrid site visit, the program being site visited must host the visit using their meeting technology (Zoom is preferred). If the program cannot comply with technological support, the site visit will be delayed and the program must submit a formal request for extension of accreditation using the Report of Program Change, which will be considered by the Commission at its next regular meeting.
- All virtual/hybrid site visits will be conducted using the time zone of the program being visited, documenting all time zones using CODA's site visit schedule template.
- Audio and/or video recording of the site visit is strictly prohibited.
- The Commission will dictate the portions of a site visit that will be conducted using alternative site visit methods.
 - The following applies to the conduct of a **virtual-only site visit**:
 - The Commission and its site visit team will dictate the final schedule of the site visit.
 - Tours of vacant facilities may be conducted virtually. However, all clinical observations and tours that may involve access to patients, will be conducted on-site only.
 - All program information must be provided to the site visitors in aggregate form and must conform to CODA's privacy and data security policy. Documents that include Protected Health Information (PHI), Personally Identifiable Information (PII), FERPA or other confidential records will not be reviewed virtually.
 - Student/Resident/Fellow interviews will be conducted virtually and on-site
 - All typical "on-site documentation" will be provided to the site visit committee and Commission in advance of the site visit, and must be limited to the essential documents to demonstrate a program's compliance. The on-site documents will be uploaded to CODA's electronic accreditation portal along with the program's self-study. Following the site visit, the program's "on-site documentation" will be securely destroyed and will not be retained in the program's accreditation file, unless necessary to document a site visit finding.
 - The following applies to the conduct of a **hybrid site visit**:
 - The Commission and its site visit team will dictate the final schedule of the site visit.
 - All clinical observations and tours that may involve access to patients, will be conducted by the on-site visitor only. Tours of vacant facilities may be conducted virtually for the entire visiting committee.
 - All program information must be provided to the site visitors in aggregate form and must conform to CODA's privacy and data security policy. Documents that include Protected Health Information (PHI), Personally Identifiable Information (PII), FERPA or other confidential records will be reviewed on-site only.
 - Student/Resident/Fellow interviews will be conducted virtually and on-site.
 - All typical "on-site documentation" will be provided to the site visit committee and Commission in advance of the site visit, and must be limited to the essential documents to demonstrate a program's compliance. The on-site documents will be uploaded to CODA's electronic accreditation portal along with the program's self-study. Following the site visit, the program's "on-site documentation" will be securely destroyed and will not be retained in the program's accreditation file, unless necessary to document a site visit finding.

Adopted February 12, 2021

INTRODUCTION TO THE ALTERNATIVE (VIRTUAL OR HYBRID) SITE VISIT PROCESS

The purpose of this manual is to provide Commission on Dental Accreditation (CODA) site visitors with guidance on the conduct of site visits using alternative site visit methods. Please carefully review the policy noted above, as well as the protocols noted below. The protocols below have been established to ensure consistency in the site visit process. All protocols must be followed, as written, unless another arrangement is made with the Commission Office.

Contact the Commission Office immediately should you have any questions or concerns.

By receiving this manual, the CODA site visitor affirms they have read the *CODA Site Visitor Manual for Alternative Site Visits* and agree to follow the guidelines in support of a virtual or hybrid site visit.

Site Visitor Expectations

The Commission appreciates the time and resources required to conduct an accreditation site visit. Use of alternative site visit methods will require additional dedication to ensure that the site visit process is a smooth one for both the CODA site visitor(s) and the educational program under review.

CODA site visitors are expected to dedicate their entire focus to the conduct of the accreditation site visit, regardless of the format used to conduct the visit. Therefore, a site visitor should only accept an assignment if they are able to dedicate uninterrupted time to all days of the site visit. The site visit schedule will not be modified to accommodate site visitors' needs.

The CODA site visitor must:

- Have access to a quiet and private space to conduct the site visit. You must not be disturbed by co-workers, family, pets, or any other distractions during the site visit. Conducting CODA business in a public space is prohibited.
- Have access to secure and reliable internet throughout the site visit. You must not use public internet browsers when conducting CODA business. A personal or work, secure browser must be used.
- Have a desktop or laptop computer for use throughout the site visit.
- Have audio and camera functionality on the computer used for the site visit.
- Have the ability to utilize Zoom.
- Have the ability to dedicate time to conduct the entire visit, as scheduled.
- Represent the Commission in a professional manner:
 - Dress professionally (top and bottom)
 - Do not multi-task – no other distractions should be present
 - Silence phones and other interruptions
 - Keep focused on the conversation and engage in the discussion
 - Speak clearly and keep in mind video and voice delays

Site Visitor Technology Requirements

It is critical that a site visitor's technology function properly throughout the site visit process. The program being site visited will host the site visit using its technology and will make CODA staff and site visitors the designated hosts and co-hosts of each session. Executive sessions for the site visit team must be set up with a different login that is only provided to CODA staff and site visitors, and the CODA staff and site visitors must be the host and co-hosts. Zoom technology is preferred. All site visitors must have the ability to utilize electronic business platforms when conducting CODA business.

The following protocols must be followed:

- The program will host all conferences using its technology; Zoom is preferred. **Confidentiality is expected, and there must be no recording of any session.**

- The site visitor must use a desktop or laptop computer for conferences, which includes:
 - A camera, which must be on at all times during the site visit
 - A microphone, which must be functional at all times during the site visit
 - A speaker, which must be functional at all times during the site visit
 - Use ear buds or headphones to limit background noise and ensure privacy
- The site visitor must have access to a secure internet connection using broadband wired or wireless networking (3G, 4G/LTE or 5G).
- The site visitor must have a backup technology plan, equipment/device.
- The site visitor must test their equipment prior to the site visit to ensure it is in working order.

Program/Institution Technology Requirements

- The program will host all conferences using its technology; Zoom is preferred. **Confidentiality is expected, and there must be no recording of any session.**
- Each individual who will meet with CODA site visitors must have audio and camera functionality on the computer used for the site visit.
- Video must be on at all times for all program representatives, including students/residents/fellows, faculty and staff. Picture placeholders or blank screens with names are not permitted. Anyone using this method will be removed from the meeting.
- If the site visit team or program encounter technology issues, CODA may use its discretion to schedule a second virtual or hybrid site visit or to delay the site visit until an in-person visit may be conducted.

Conduct of Virtual Meetings

The program will host all conferences using its technology; Zoom is preferred. The program will designate the Chair and at least one other site visitor and/or CODA staff as the host/co-host. At all times during the site visit, two or more CODA volunteers must be the co-host to ensure that a technology failure of the host does not terminate the virtual meeting.

- Ensure you are in a private meeting space without distractions.
- Become familiar with the meeting technology (see guide below)
- Video must be on at all times. Picture placeholders or blank screens with names are not permitted. Anyone using this method must be removed from the meeting.
- **DO NOT record any of the meetings. CODA prohibits the recording of meetings.**
- **DO NOT use the Chat feature. There is to be no chat during the site visit. Site visit team member discussions are to be reserved for Executive Sessions.**
- Use ear buds or headphones to limit background noise and ensure privacy
- All participants must use the videoconferencing feature. However, if internet goes down and the videoconferencing technology fails, the site visitor must immediately access the meeting using the telephone dial-in and may participate by audio only until internet is restored.
- Designate multiple co-hosts among the site visit team members for each videoconference session.
- Begin the initial meeting 15 minutes early to allow people to enter the virtual meeting and troubleshoot.
- At each session, once all attendees are present, the host/co-host must “lock” the meeting.

Virtual Meeting Rooms: There will be two (2) room types used during the site visit, as follows:

- Executive Session Room – to be used by the site visit team only, with a separate link for access.
- Meeting Room and Breakout Rooms – to be used by the site visit team and program representatives.

Both rooms will have breakout room functionality. Additionally, both rooms will have a waiting room and the site visit chair, site visit team members, and CODA staff will have to grant permission for individuals to enter.

Review of Self-Study and On-Site Program Documents

- The program is expected to upload to CODA's E-Accreditation platform its Self-Study and any materials that would typically be reviewed on-site. It is the program's obligation to ensure these materials adhere to CODA's policies related to privacy and data security found at <https://www.ada.org/en/coda/policies-and-guidelines/hipaa>. If any member of the site visit team believes that prohibited information has been submitted, please notify the Commission staff immediately.
- CODA will provide the site visit team with the program's Self-Study in the E-Accreditation platform. These materials will be securely deleted from the E-Accreditation platform following the site visit. The Self-Study will be retained in the program's file, in accordance with CODA protocol.
- The program's "on-site documentation" will be provided in a separate folder on the E-Accreditation platform. The program's "on-site documentation" will be securely destroyed and will not be retained in the program's accreditation file by CODA, unless necessary to document a site visit finding.
- **All program and CODA site visit related materials must be securely disposed of from the site visitor's personal device(s) immediately following the site visit, per CODA policy.**

Conduct of the Site Visit**

It is important all site visitors be aware of the site visit schedule and meeting protocol in advance of the site visit. Please note site visits will occur based on the time zone of the program being visited, with notation of all time zones using CODA's site visit schedule template.

**** Also See Section on Conducting a Program Review Using Technology**

Site Visit Schedule

- Programs must prepare a schedule that accounts for all time zones, to assist the site visit team. If the site visit team does not receive the appropriate schedule, contact the program through the Site Visit Chair or Commission Staff. (See Schedule Template below)
- The site visit schedule for a virtual or hybrid site visit must be consistent with the time spent for an on-site visit. Site Visits may not be shortened and may not be extended due to their virtual/hybrid format.
- There is to be no more than 15 program representatives at any interview session. Additional individuals will be difficult to manage.
- The site visit schedule must include all components noted in the site visit schedule template used for an on-site visit, with the following modifications:
 - There is to be no clinic observation when patients are present in the clinic. Real-time tours of vacant clinics and facilities are acceptable.
 - All students/residents/fellows ("students") must be invited to the student interview session. If the total student population exceeds 20 students, separate the sessions to accommodate an equal amount of time for each year of the program with each session attended by 20 students. *(For example, if there are 40 students total, 20 per class, there should be two (2) student sessions. If there are 80 students total, 40 per class, there should be four (4) sessions with two (2) sessions per class.)* Student sessions for all disciplines under CODA's purview will also occur at the second (in-person) site visit.

The Site Visit Schedule must be provided by the program using the following format:

Day X: Day, Date

Subject of Conferences	Names and Titles of Individuals Meeting with Committee	Room Link	Pacific Time	Mountain Time	Central Time	Eastern Time
Interview with Administration (CEO/CAO/Program Director)	First and Last Name, CEO First and Last Name, CAO First and Last Name, Program Director	Meeting Technology Link	6:00 – 6:30am	7:00 – 7:30am	8:00 – 8:30am	9:00 – 9:30am

Before the Site Visit

- Ensure your technology is operable and reliable, and that you will have a confidential place to conduct the site visit.
- Ensure you have access to and have reviewed the program’s Self-Study, On-Site Documentation, and the Site Visit Schedule, via the CODA E-Accreditation portal.
- Communicate with the site visit team members, as usual, noting any additional information that the program should upload to the E-Accreditation portal.
- Coordinate and prepare for the first Executive Session with the site visit team.
- Review the Site Visit Schedule. The site visit schedule for a virtual/hybrid site visit must be consistent with the time spent for an on-site visit. Site Visits may not be shortened and may not be extended due to their virtual or hybrid format.

During the Site Visit

- Start the Executive Session (first site visit meeting) at least 15 minutes ahead of schedule to ensure all technical difficulties are addressed.
- Prior to each interview, ask each individual to announce their name and role, just like in-person meetings. Keep the schedule handy to reference individuals who should be in attendance at each session.
- Remove any individual who is not visible or should not be in attendance during each session.
- At the start of each interview session, remind all attendees that there must be no recording of the CODA meetings.
- All site visitors must fully engage in interviews, allowing for question and answer to each standard that must be addressed. Remember there may be audio delays, so speak clearly and pause between questions. Do not speak while others are speaking.
- Ask questions as you would for an in-person visit, to help guide the process of program review given the virtual or hybrid format.
- Remember, the program may provide aggregate information that comports with CODA’s privacy and data security policy found at <https://www.ada.org/en/coda/policies-and-guidelines/hipaa>.
- All Accreditation Standards must be reviewed regardless of the format of the site visit (in-person, virtual, or hybrid), and documentation to support compliance must conform to CODA’s privacy and data security requirements.
 - There will be no review of PHI, PII, Student/Resident/Fellow Files or other confidential records using technology; these type of records may be reviewed on-site only. The

program must demonstrate compliance with all Accreditation Standards providing aggregate data when needed.

- Facility tour will be pre-recorded and may be supplemented with a “real-time / live” virtual tour during the site visit. Real-time / Live tours must be to facility spaces in which **no patients are present**.
 - For the “real-time / live” tour, the site visitors may want to have a general walk-through of the vacant facility, looking at clinical space, laboratory space, student/resident/fellow space, office space, and other areas, as applicable. The site visit team may want to ask the program to open instrument draws or demonstrate emergency equipment is in place, etc.
- In lieu of a visit to sites where educational activity occurs, the site visit team should request educational site faculty/attending staff be available for interviews. Tour of educational activity sites can occur as noted above for facility tours.
- Conduct Executive Sessions at regular intervals throughout the site visit.
- Develop a single Site Visitor Evaluation Report of findings to submit to the Commission by the site visit Chair. **The SVER must be complete and must address the program’s compliance with all Accreditation Standards, as would be expected for an in-person site visit.**
- Provide an exit session in which you provide the verbal final findings of the site visit. There is no recording of this session.
- All other protocols, policies and procedures of the Commission apply to the conduct of virtual or hybrid site visits.

After the Site Visit

- Regardless of the site visit format, all CODA protocols apply for the submission of the site visit team’s Site Visitor Evaluation Report and review of the Preliminary Draft Site Visit Report.
- Do not engage in any further communication with the program following the site visit.
- **All program and CODA site visit related materials must be securely disposed of from the site visitor’s personal device(s) immediately following the site visit, per CODA policy.**

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Conducting a Program Review Using Technology

CODA's preferred meeting platform is Zoom; however, the program will utilize the platform of its choosing. The program is expected to provide clear user instructions for their technology platform, as well as software access, and ongoing IT support to the CODA site visit team and CODA staff for duration of the site visit.

Prior to the Site Visit:

- **Download the program documents** and any other materials you intend to reference before your meeting begins. **CODA's E-Accreditation Portal and other software systems may not permit access during a video conference. Make sure you have all the materials on your computer desktop in advance of the meeting. Create a Folder called "CODA Site Visit" and place items in this folder so that they can be easily and securely destroyed immediately following the site visit. Remember, the computer used for CODA business must be encrypted, must not back-up to cloud storage, and must auto-lock following 15 minutes of inactivity.**

Consider how you want to refer to these materials during the meeting. Options include:

- Shrink the size of the videoconference screen (do not "leave the meeting") and open the **downloaded** documents. You can enlarge the videoconference screen at any time.
 - Print out *portions* of the materials which you want to consult. **Remember, these must be secured as they are confidential.**
 - Use another device to refer to the meeting materials book. For example, your laptop or I-Pad for videoconference and your desktop for the downloaded material.
 - "Extend" your desktop if you are using multiple monitors.
- **Test your internet and computer systems well in advance of the site visit.** See elsewhere for additional technology requirements.
 - **Ensure the program has provided you with a quick-reference guide for using the program's virtual meeting technology.** Ensure that you have the ability to access and test the technology prior to the site visit; enlist the program's IT staff should assistance be needed.

During the Site Visit:

- **All videoconference meetings are confidential; recording via any method is strictly prohibited.**
- **Mute your microphone unless you are speaking.**
- **The Chat function must be disabled. No chatting will be permitted during CODA site visits.**
- **Protocols for videoconference meeting conduct are discussed elsewhere in this manual.**

Zoom Instructions for Site Visitors

(If Program will Utilize Zoom)

Training materials and documentation

Zoom offers free live and interactive training courses. If you can't attend one of the live sessions they also offer recorded versions of the training. These sessions are typically around 60 minutes long.

If you want to watch recorded training, start by watching the 30 minute **Getting Started with Zoom** video.
https://livettraining.zoom.us/recording/play/F_BDBIJ-EndygEj16xL9fIGaFwnvYvZw7CM2VEjJWoBxAfFvCBYQCQVxI7IHfL4uJ?continueMode=true

Then continue with the 60 minute **Zoom Meetings Training** video.
<https://livettraining.zoom.us/recording/play/48IIOfofCsCX-SlWKxkHTv7JoPMeoGH-1uaDcY-P68pX-PU36fJT3FJkiWYkBvlt?continueMode=true>

Zoom also has short video tutorials on a variety of topics. These videos are 1 to 2 minutes long. They are a good reminder of how to do something after you've experienced the regular training.

Join a Zoom Meeting

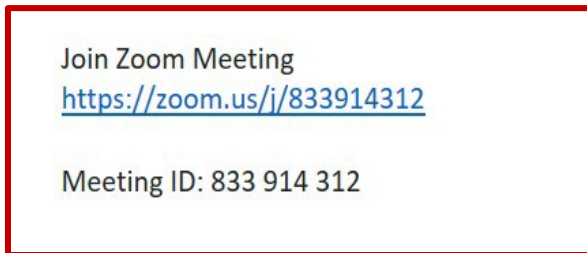
https://www.youtube.com/embed/vFhAEoCF7jg?rel=0&autoplay=1&cc_load_policy=1

Zoom Meeting Controls - Introduction

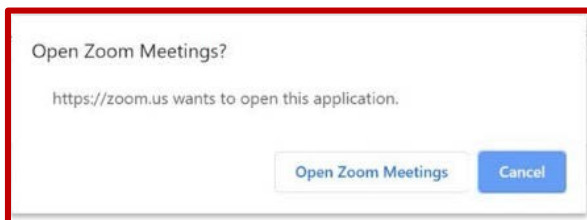
https://www.youtube.com/embed/4w_pRMBEALe?rel=0&autoplay=1&cc_load_policy=1

How to Participate in a Zoom Meeting:

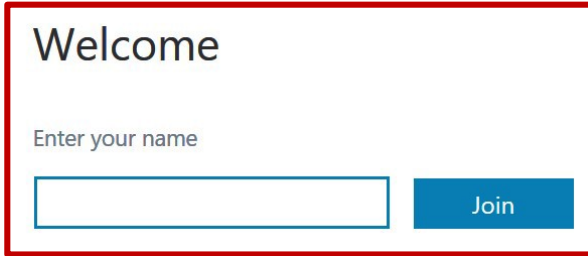
In your site visit schedule, click "Join Zoom Meeting:"



Click "Open Zoom Meetings:"

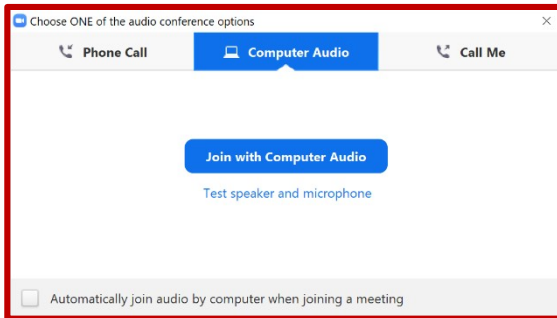


Type your first and last name and click “Join:”



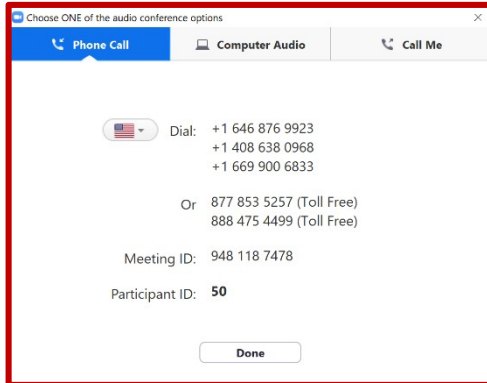
A screenshot of a 'Welcome' dialog box. At the top, the word 'Welcome' is displayed in a large, dark font. Below it, the text 'Enter your name' is followed by a rectangular input field. To the right of the input field is a blue button with the word 'Join' in white text.

Join the audio one of three ways – By computer:



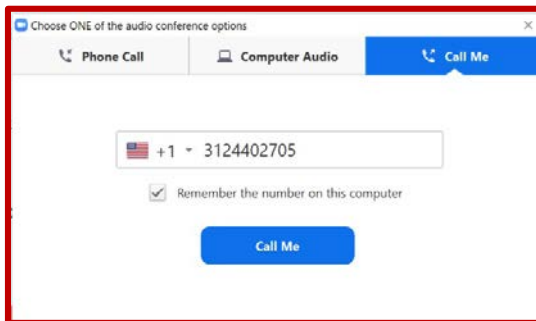
A screenshot of a dialog box titled 'Choose ONE of the audio conference options'. It has three tabs: 'Phone Call', 'Computer Audio', and 'Call Me'. The 'Computer Audio' tab is selected and highlighted in blue. Below the tabs, there is a blue button labeled 'Join with Computer Audio' and the text 'Test speaker and microphone' underneath it. At the bottom, there is a checkbox labeled 'Automatically join audio by computer when joining a meeting' which is currently unchecked.

By calling the system:



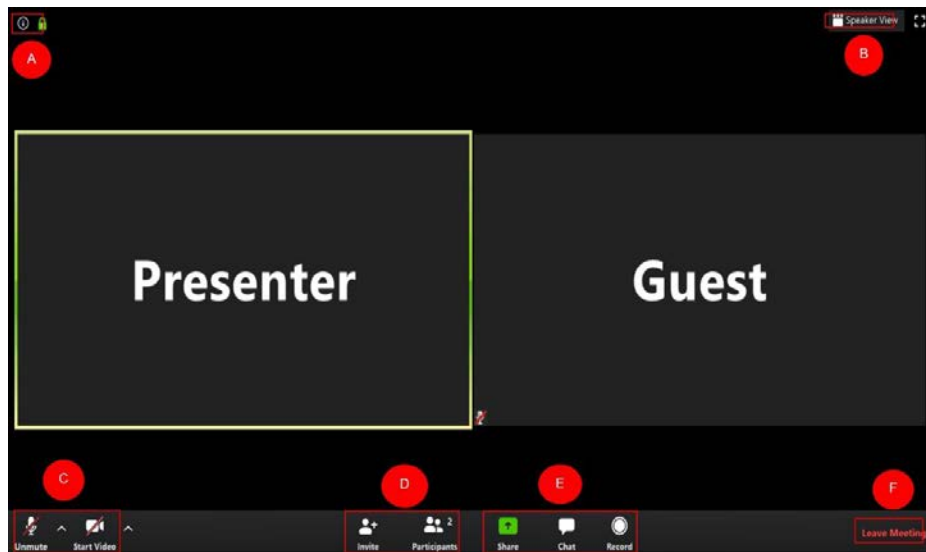
A screenshot of the 'Choose ONE of the audio conference options' dialog box with the 'Phone Call' tab selected. It displays a list of phone numbers: '+1 646 876 9923', '+1 408 638 0968', and '+1 669 900 6833'. Below these, it says 'Or 877 853 5257 (Toll Free)' and '888 475 4499 (Toll Free)'. It also shows 'Meeting ID: 948 118 7478' and 'Participant ID: 50'. A 'Done' button is located at the bottom.

Or by having the system call you:



A screenshot of the 'Choose ONE of the audio conference options' dialog box with the 'Call Me' tab selected. It features a text input field containing the phone number '+1 3124402705'. Below the input field is a checked checkbox labeled 'Remember the number on this computer'. A blue 'Call Me' button is positioned at the bottom.

The Zoom interface will look like this:



- A. Show meeting information (meeting ID, Host, meeting URL)
- B. Choose meeting view (Gallery vs Speaker view). Gallery view shows up to 49 participant's video. Speaker view shows larger video of current speaker.
- C. Microphone and Camera options (be SURE your mic is unmuted AND your computer speaker is on); the camera must also be on at all times
- D. Participant's information and options – all participants must include first and last name
- E. Share content, chat and record settings (chat and record must not be used)
- F. Exit meeting